



# Intranet Applications Operations- Monthly Report - 3/2001

April 7, 2001

# Metrics Based Service Targets - Executive Summary

Delivery Metric		Target	Actual
<b>Response Time</b>		90%	100%
<b>Resolution Time</b>		90%	100%
<b>Service Reporting Delivery</b>		On Time	On Time
<b>Resolution Quality</b>		90%	100%
<b>Help Desk Accuracy</b>		90%	100%
<b>Help Desk Request Vol. (No. of Requests)</b>			213

Color Key:

Green = Service target was met or exceeded

Yellow = Service target was missed

N/A = Not Available for this report

Service Targets and Actuals are shown as a percentage. i.e.. - a 90% target means that metric targets are met or exceeded in 90% of all requests to the Appl. Mgmt. Team.

## Monthly Highlights (Status, Key Findings and Issues)

- 1) 213 content requests were processed (one user trouble call or query was received).
- 2) Completed posting all Modernization Partner deliverables for Carol Seifert.
- 3) Completed all but 3 outstanding content requests. The uncompleted requests were sent to Will Handley.
- 4) Worked with the VDC to finalize WebTrends issues. Last issue was related to a spider from Ed.gov which corrupted the WebTrends data. Spidering capability has now been disabled.
- 5) Met with Will Handley to transition support from Modernization Partner to IT Services.
- 6) Discontinued support of SFANet effective 3/31/01. Task Order 34 is closed. This is the final deliverable.

# SFANet Usage Metrics - Executive Summary

	<i>Metric</i>	<i>Desired Result</i>	<i>Feb. vs Mar.</i>
Session Statistics			
	Visitor Sessions	Increase	N/A
Activity Statistics			
	Total Hits	Increase	N/A
	Page Views	Increase	N/A
Visitor Statistics			
	Total Visitors	Increase	N/A
	Visitors who visited more than once	Increase	N/A
	Visitors who visited once	Decrease	N/A
Visit Length Statistics			
	Avg Visit Length	Increase	N/A
Other			
	Bandwidth	Increase	N/A

Color Key:

Green = Usage trend is positive

Yellow = Usage trend is negative

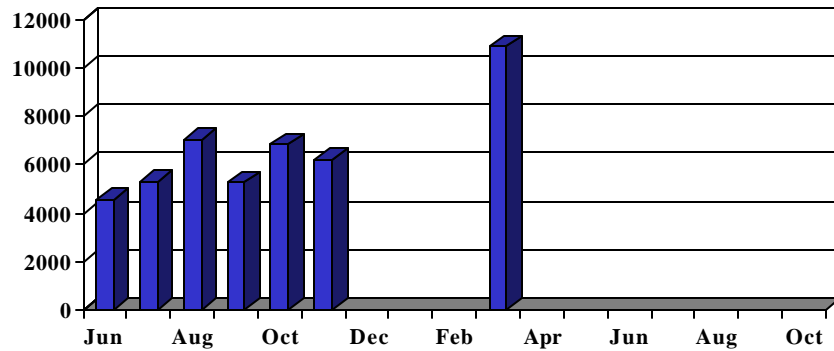
N/A = Not Available for this report -Feb. data is not available for comparison

## Key Findings and Action Items

1) No comparison data is available for this report since data for February does not exist due to errors in the WebTrends reports. The reports have since been fixed by the VDC.

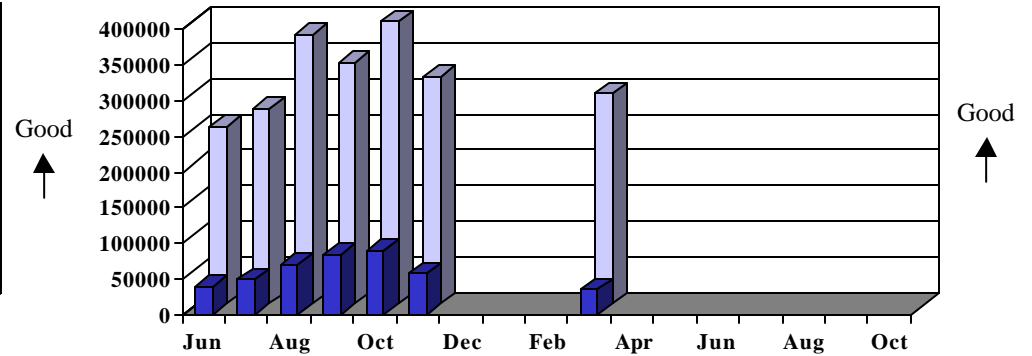
# Usage Metrics Detail

## Session Statistics



■ No. of Visitor Sessions

## Activity Statistics

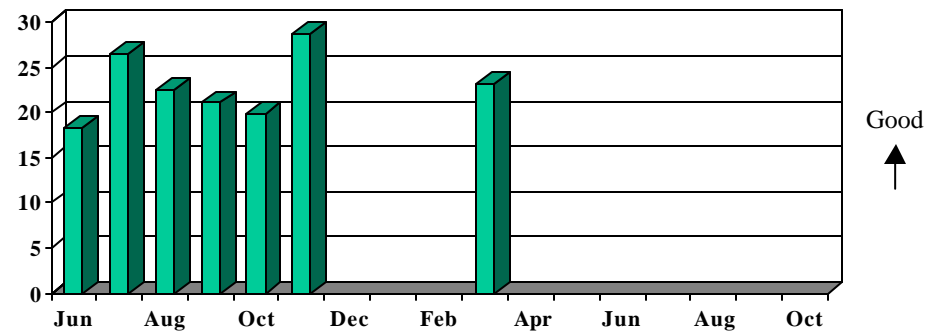


■ Page Views    ■ Total Hits

## Visitor Statistics

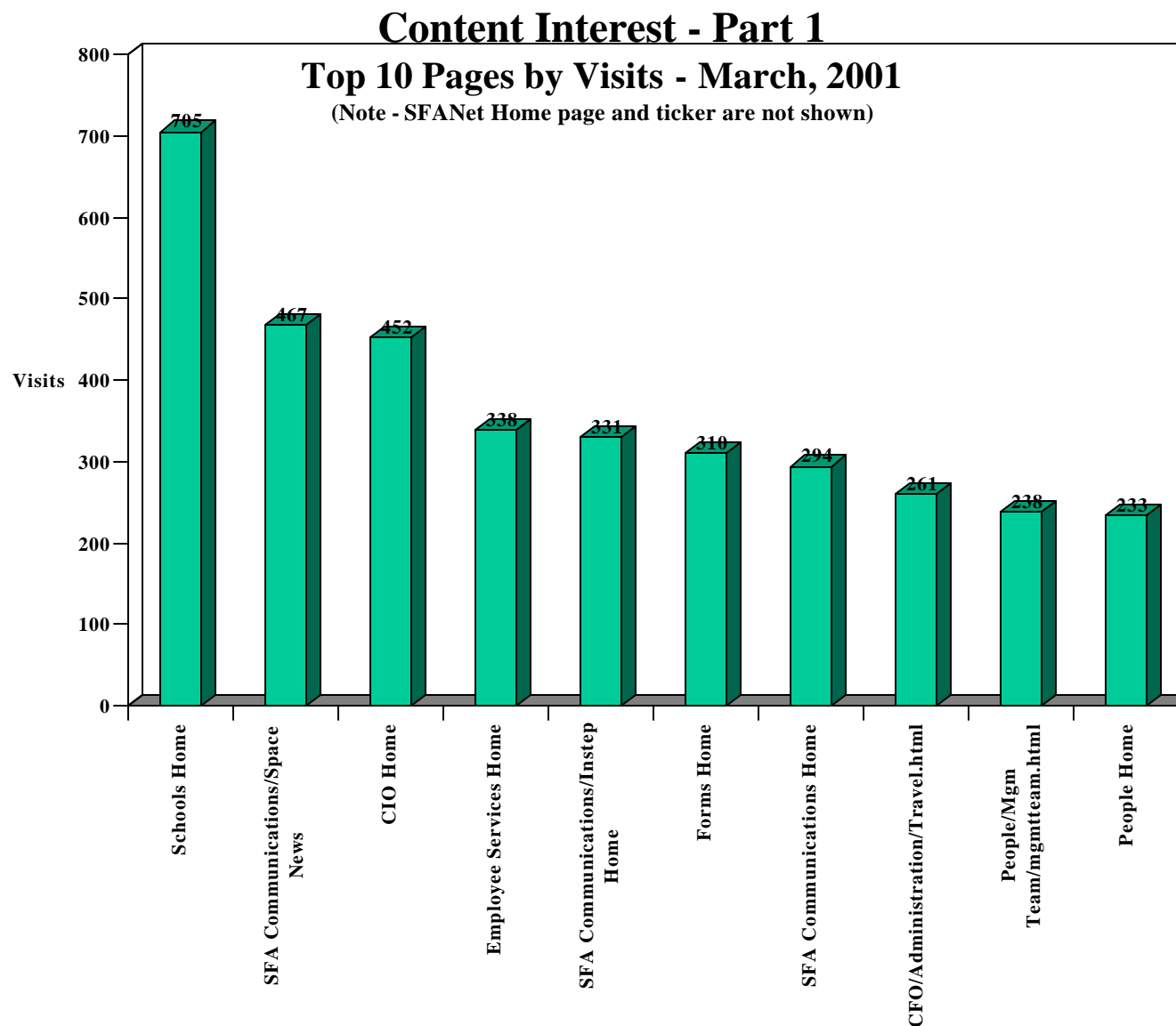
TBD

## Visit Length Statistics



■ Avg. Visit Length (min.)

# Usage Metrics Detail



# Usage Metrics Detail

## Content Interest - Part 2

### Top Pages by Visits - June, 2000 to Present, in Percent

Note - Compilation from WebTrends Top Pages by Visits (top 20 pages visited monthly)

SFANet Home	34.13
Ticker.txt	26.55
Welcome.html	4.57
SFA University/Training/Home	3.30
Schools Home	3.13
Employee Services Home	3.04
CIO Home	2.23
SFA Communications Home	2.07
SFA University Home	1.98
Human Resources Home	1.97
Students Home	1.73
Reference Page Home	1.41
People Page Home	1.29
Financial Partners Home	1.28
Employee Services/Life at Work Home	1.04
CFO Home	1.00
SFA Communications/Space News Home	0.93
SFA Stars Home	0.65
CFO/Administration/Index8.html	0.52
Human Resources/Payroll/Index7.html	0.40
Human Resources/Forms Home	0.39
SFA Communications/Instep/Home	0.34
Forms Home	0.32
SFA Communications/Transformation News Home	0.32
Analysis Home	0.31
Employee Services/News and Events/Index10.html	0.30
Schools/About Us/Kjinterview.html	0.29
Schools/Tools Home	0.28
SFA University/Learning Coupons Home	0.27
SFAStars/Awardees/Awardees_1100.html	0.27
CFO/Administration/Travel.html	0.27
SFAStars/Awardees/Awardees_0900.html	0.27
SFA Communications/SFA LOGOS Home	0.25
People/Mgm_Team/Mgmtteam.html	0.24
Performance/EmpSatSummary.html	0.23
SFAStars/Awardees/Awardees_0201.html	0.23
Schools/Logovote.html	0.22
SFAStars/Awardees/Awardees_1000.html	0.22
People/Index11.html	0.22
SFA Communications/Success_Stories Home	0.22
Schools/About Us/Index6.html	0.19
Students/News and Events/Index4.html	0.19
Performance/Employee Survey Home	0.19
Ombudsman Home	0.16
Financial Partners/About Us Home	0.15
Students/Publications Library/Index1.html	0.14
CFO/Purchasing Home	0.12
SFA University/Course Catalog	0.10
CFO/Purchasing/Purchase_Handbook.html	0.08

# Usage Metrics Detail

## **Actions Status from Previous Report**

- **No Open Action Items.**
- **Closed Action Items:**
  - **WebTrends configuration - resolved.**

# Definition of Service Metrics

- Response Time**

Elapsed time from initial logging of request by Tier 1 Help Desk to acknowledgement of request by the Application Management Team. For High Priority requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.

- Resolution Time**

Elapsed time from acknowledgement of request by the Application Management Team to notification of Tier 1 Help Desk that the request has been resolved. Measured as the schedule time agreed to between SFA and the Application Management Group for each request.

- Service Reporting Delivery**

This metric covers the timely delivery of monthly metrics based service target reports. Measured by the number of days from the delivery target, which is the 7th of each month.

- Resolution Quality**

This metric measures the number of requests (under 80 hours) implemented correctly the first time.

- Help Desk Accuracy**

This metric measures the accuracy of the Tier II Help Desk in providing correct instructions to users. Measured as the number of all actions taken by Tier II that solves users' problems the first time.

- Help Desk Request Volume**

Reporting on the number of requests made to the Tier II Help Desk. This is not a metric but used for informational purposes only.



# Glossary of Usage Terms

- **Hits**  
A count of all successful hits including HTML pages, pictures, forms, scripts, and downloaded files.
- **Page Views**  
Total hits to pages which are defined as documents or forms by the Server.  
  
Supporting graphics on pages are not counted.
- **Visitor Sessions**  
A count of the visits to SFANet.
- **Visitors who visited once**  
The number of visitors who visited the site exactly once during the reporting period.
- **Visitors who visited more than once**  
The number of visitors who visited the site more than once during the reporting period.
- **Total Visitors**  
A count using the visitor's IP address, domain name, or cookie.
- **Avg. Visit Length**  
Average of all visits in the log. Indicates retention or interest in SFANet.
- **Bandwidth**  
Kilobytes transferred over the course of the report period. Bandwidth provides a measure of activity.
- **Page Not Found Errors**  
Pages that returned "Page Not Found" (404) errors on the server. This can be useful in identifying referring pages that are out of date and in highlighting inconsistencies in the site structure.
- **Failed Hits as a Percent**  
Percentage of hits that failed. Failed hits are hits where a server or client error occurred. Useful in determining the reliability of the site.
- **Server Errors**  
Type of errors that occurred on the server. Helpful for specifically identifying the server maintenance that can improve the site.
- **Top Pages by Visits**  
These trends indicate the content visitors are most interested in. Ignore /images directory.